

## ABSTRACT

A subscriber to a universal point of contact service designates a preferred point of contact at which a communication initiator, such as a telephone caller, can contact the subscriber. Such an initiator desiring to contact the subscriber uses the subscriber's email address to establish a communication session with a device associated with the subscriber's preferred point of contact. The subscriber's email address is input to an initiating device, preferably a telephone or facsimile machine, using an entry device capable of entering an email address. A requestor unit, receiving the email address, locates a repository of the subscriber's point of contact information, and requests that information. The repository sends the point of contact information the subscriber has designated as preferred, and the requestor unit uses that information to control a telephone switch to establish a communication session between the initiating device and the subscriber's preferred point of contact device.